



Service Counselor 2- Benefit Estimates

Tennessee Department of Treasury

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Job Overview:

The position is responsible for calculating estimates for a defined benefit for TCRS members, and providing customer service for TCRS members regarding benefit estimate calculations.

Key Responsibilities:

- Accurately calculate defined benefits for TCRS members specific to member's plan and eligibility using the following components:
 - Compute member's Average final compensation for the specific Date of Retirement requested, using reported salary information, reviewing for consistency.
 - Review and confirm member's employment service time with the TCRS Employer(s), providing service time in months and years, and including any of the member's unused sick time when eligible for service credit.
 - Confirm member's beneficiary information to be used in the estimate calculation for survivorship benefits.
- Provide a high level of telephonic customer service to TCRS members regarding benefit estimates and retirement benefits, responding to calls with courtesy and accuracy.

Qualifications:

- Graduation from an accredited four-year college or university.
- Bachelor's degree in business related field is preferred.

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